

SERVICE

IN SIGHTS

FALL 2025

*Service Repair News
From Your Parts Supplier*

Getting Your
Bearings

Ready Struts
Expand

Low Voltage,
High Impact



LUXURY

FOR YOUR LIFE

FIRST-EVER ALL-ELECTRIC 2026 VISTIQ

CONTENTS

• Fall 2025

2

PROGRAMS

Toolbox resources
validate membership

4

ACDELCO

Gold-branded bearings
expand their portfolio

6

ACDELCO

Gold Ready Struts take
owners for a smooth ride

8

PRODUCT SPOTLIGHT

Cadillac VISTIQ maintains
brand's refined reputation

12

TECHNOLOGY

Low-voltage battery
boosts hybrid performance

14

TIPS

Camera replacement
requires adjustment

16

TIPS

What to look for when
connections aren't made

17

GM GENUINE PARTS/ ACDELCO

Oil filters redesigned for
better performance



4



14



6



8

SERVICE

IN SIGHTS

GM ADVISOR

John Juarez

GM ADVISORY BOARD

Jodi Bailey, Kent Burnett,
Rafael Cortes, Chris Crosby,
Kyle Edwards,
Matthew Ericksen,
Jessica Field,
Shelly Francisco,
Lea George, Matt Gibbard,
Bob Gollehur, Jim Haist II,
Marc Hammond,
Logan Hill, Kim LaClear,
John Latner, Jacob Lepore,
Leopoldo Spindola,
Mike Stachelski, Bob Stewart

EDITOR

Bill Davis

WRITERS

Amy Lenard, Jim Pesta,
Mark Spencer

ART DIRECTOR

Mindi Schappach

MAGAZINE DESIGNER

Joe Senneker

GRAPHIC DESIGNER

Gerald Stein

OPERATIONS

Rebecka Bale

CONTACT US AT

editor@ccainsights.com

Service Insights magazine is published quarterly by General Motors. Address all correspondence to *Insights* Magazine Editorial Offices, 3155 West Big Beaver Rd., Suite 300, Troy, MI 48084. © 2025 General Motors. All rights reserved. GM, the GM logo, GM Genuine Parts, ACDelco, Chevrolet, GMC, Buick, Cadillac and the slogans, emblems, vehicle model names, vehicle body designs and other marks appearing in this publication are the trademarks and/or service marks of General Motors, its subsidiaries, affiliates or licensors. All information in the publication is based on the latest information at the time of publication approval. The right is reserved to make changes at any time in prices, rebates or offers. *Service Insights* magazine, General Motors, participating dealers and the publisher of this magazine are not responsible for prices or information printed in error.



Unlocking the Power

Getting the most out of the Toolbox on your my GM Partner Perks homepage

Your my GM Partner Perks homepage features a powerful resource right on the landing page: the Toolbox. This centralized hub is designed to help you make the most of your membership by offering quick access to essential tools and information.

There are three key resources available in the Toolbox that can streamline your experience and support your business:

1 Enrollment and Re-enrollment Support

Step-by-step instructions guide you through joining or renewing your participation in the program.

2 Validation Process Guidance
Validation refers to EIN or SSN validation, which is required in order to receive reward point deposits.

3 Training Course Information
This is a comprehensive overview of available in-person and online training options for eligible Members, including access to the full 2025 ACDelco Training Course Catalog.

These tools are designed to simplify your journey and empower you to take full advantage of your GM partnership.

Guide to Re-enrolling

Re-enrolling in my GM Partner Perks is quick and easy. Here's how to get started:

Two Ways to Begin

Quickest Method

Log in and click the “Re-Enroll” button in the orange alert at the top right of your screen.

The screenshot shows the my GM Partner Perks homepage. At the top right, there is an orange alert box that says "American Automotive is now eligible for Re-enrollment" with buttons for "Mark as read" and "Re-Enroll". Below this, there is a "Ready For Checkout" section with a table of fees:

Item	Amount
Perks Training Fee	\$100.00
Sub Total	\$400.00
3.5% Credit Card Processing Fee	\$500.00
Sales Tax	\$17.50
Total Due	\$517.50

Below the table, there is a green checkmark icon and the text "AGREEMENT SIGNED". To the right is a blue button labeled "ADD PAYMENT". At the bottom, there is a checkbox and the text "I certify that I am the owner of any business that will be enrolled."

Alternate Method

- Go to My Toolbox**
Select Business, then click “Manage My Business.” Locate your business and select “Re-Enroll.”
- Choose Business Type**
Select your business type from the drop-down menu. Your current type will be pre-selected.
- Choose Package and Training**
Pick the program package that fits your needs. Training is optional – just check the box to include it.
- Sign Agreement and Pay**
Review and sign the agreement; then proceed to checkout. The total cost will be displayed, and payment can be made securely.

Guide to Validation

Ensuring your federal tax information is correctly validated is essential for accessing program benefits. Here's how to validate your EIN (Employer Identification Number) or SSN (Social Security Number):

Validating EIN

First-Time Validation

1. Log in to the site.
2. Go to My Toolbox > Business.
3. Click “View/Edit,” then select “Address Information.”
4. Confirm your Business Legal Name matches your federal tax documents.
5. Enter your EIN (no dashes) and click “Save.”

Updating EIN or Business Name

- **Ownership Change**
Complete the Change of Ownership/Contract Addendum form in the Toolbox.
- **No Ownership Change**
Contact Program Headquarters to unlock the name field for updates.

IMPORTANT NOTES

- You have two attempts to validate. If unsuccessful, wait 24 hours before retrying.
- A success message will confirm validation.

Validating SSN

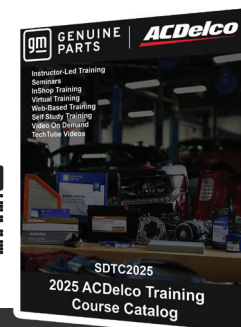
First-Time Validation

1. Log in to the site.
2. Go to My Profile and confirm your legal name matches your tax documents.
3. Enter your SSN in both fields and click “Save.”

Updating Legal Name

Contact Program Headquarters to unlock the name field and revalidate your SSN.

Training Courses for Eligible Members — Scan the QR code to view or download the full 2025 ACDelco Training Course Catalog.



The GOLD Standard

Introduction of new bearing applications underscores strength of product

This past summer, ACDelco announced the addition of 80 new bearing applications under the Gold brand. Notable in that announcement is the number of non-GM applications being introduced.

ACDelco Gold bearings offer customers a high-quality alternative to OE parts at an attractive price point. The parts include wheel, ball, clutch-release and hanger bearings; hub assemblies and spindle kits; and bearing seals.

More Than Tolerant

In fact, being manufactured to precise tolerances helps ACDelco Gold bearings provide impressive braking and steering performance. Rolling surfaces are induction heat-treated to create a case-hardened pattern that enhances strength and reliability. In addition, precision-ground raceways help ensure smooth and quiet operation.

Did You Know?

All ACDelco Gold bearings come with a 24-month/unlimited-mile warranty.* Visit [acdelco.com](https://www.acdelco.com) to learn more about the whole range of ACDelco products.

High-quality materials play an important role as well. ACDelco Gold bearings are made of an ultra-low contaminant steel that contains fewer inclusions than regular bearing steel for reduced fatigue spalling. The steel is also heat-treated and engineered to withstand a variety of demanding driving conditions.

The use of cold-headed, high-strength-steel wheel

bolts contribute to the durability factor, and the Gold-branded hub assemblies feature an advanced formulated grease that is engineered to withstand high-operating temperatures and loading. Adding to this protection are ACDelco Gold bearings' multi-lip design and extreme-temperature seal materials, which provide a formidable barrier to water and contaminants. ■

Scan This QR Code



for a video that focuses on when to potentially install ACDelco Gold bearings.



*Effective on parts purchased January 1, 2021, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications and possible labor coverage.

Ready for **ACTION**



GM-BACKED LIMITED WARRANTY

ACDelco Gold Ready Struts are backed by GM with a 24-month/unlimited-mile limited warranty.*

ACDelco Gold Ready Struts respond to the road

As with GM Gold bearings, ACDelco also expanded its portfolio of Ready Strut product applications. In fact, 204 new offerings have been added – including a wide range of non-GM applications. This means a broader spectrum of cars, trucks and SUVs can take advantage of this durable, convenient-to-install part.

Full Assembly

Ready Struts come as a complete assembly, meaning they include the upper strut mount, bearing, jounce bumper, strut boot, coil spring, spring isolator and MacPherson strut or coil-over shock with spring seat.

In addition, this preassembled unit has the vehicle-mounting points and brake-hose brackets already placed in their proper locations. This assembly, along with the fact that Ready Struts do not require any additional parts or special tools, makes for an easier and safer installation. For most repairs, the preassembled unit can be a real time-saver.

Built to Last

Along with convenience, Ready Struts boast durability built with thorough real-world testing. They undergo multiple component

and unit tests designed to gauge structural integrity and resilience. For example, Ready Struts go through the industry-standard ASTM-B117 salt-spray test, where they regularly exceed requirements after being subjected to numerous hours of salt spray.

The construction of Ready Struts also contribute to their effectiveness, with chrome-plated steel piston rods and a durable paint finish to help combat rust and corrosion. Plus, the Drawn Over Mandrel (DOM) pressure tube provides a smooth surface to optimize durability, reduce wear and extend product life.

ACDelco Gold Ready Struts are backed by GM with a 24-month/unlimited-mile limited warranty,* providing customers with the assurance they're getting a long-lasting, high-quality alternative to GM OE parts. ■



Scan this QR code for information on ACDelco's full line of steering and suspension parts.

*Effective on parts purchased January 1, 2021, and later to the original retail purchaser. Contact seller for limited warranty part details, qualifications and possible labor coverage.

A CLASS ACT

Cadillac VISTIQ makes the grade with a combination of power, luxury and style

The 2026 Cadillac VISTIQ is not just another electric vehicle. It's a three-row game changer, set to redefine luxury in the electric vehicle market. With its unique blend of performance, technology and elegance, the VISTIQ is Cadillac's first all-electric, three-row SUV that offers a premium driving experience.

The spacious, well-appointed latest addition to Cadillac's EV lineup presents a range of benefits rivaling what competitive EV vehicles can now achieve out on the road. Here are just some of the advantages the VISTIQ offers owners.



2026 Cadillac
VISTIQ Platinum



Showing Range

Under the hood, the VISTIQ boasts dual-motor all-wheel drive that delivers a remarkable GM-estimated 615 horsepower and 650 lb.-ft. of torque. With Velocity Max, the VISTIQ can accelerate from 0-60 mph in just 3.7 seconds.¹ Complementing this impressive performance is a responsive sport suspension with Continuous Damping Control, which uses sensors to adjust shock absorbers based on varying road conditions. Note: Air Ride Adaptive Suspension and Active Rear Steering are available.

The vehicle is equipped with a 102-kWh battery, providing an EPA-estimated range of up to 305 miles.² Helping extend that range on the VISTIQ is Regenerative Braking, which captures and conserves braking energy.



Comfort Mood

The exterior features modern, captivating, choreographed lighting and sleek lines designed to turn heads wherever VISTIQ goes. Inside, the VISTIQ offers seating for up to seven passengers across three rows, with the combination of standard massaging, heated, ventilated and 18-way power-adjustable front seats. The VISTIQ offers an intelligent 5-zone climate control. The interior is adorned with high-quality materials and advanced technology, including a 33-inch diagonal advanced LED display with Google built-in³ compatibility.

Continued on next page >

1. On a closed course only. Based on Initial Vehicle Movement (IVM). 2. When equipped with 11.5-kW onboard charging module. On a full charge. Actual range may vary based on several factors, including ambient temperature, terrain, battery age and condition, loading, and how you use and maintain your vehicle. 3. Google built-in services are subject to limitations and availability may vary by vehicle, infotainment system, and location. Select service plan required. Certain Google Actions and functionality may require account linking. User terms and privacy statements apply. Google, Android™, Google Play, Google Maps and other marks are trademarks of Google LLC.

Continued >

The 23-speaker AKG⁴ Studio audio system, with available Dolby Atmos[®], ensures an immersive sound experience for all occupants. Tri-Zone Ambient Lighting, with 126 color options, allows owners to accent — and personalize — areas around the footwells, doors and sunroof.

The Road Ahead

The VISTIQ is packed with cutting-edge technology to enhance the driving experience. Cadillac's Super Cruise^{®5} hands-free driver assistance technology comes standard for three years,⁶ helping

to make long drives and commutes more comfortable and convenient with hands-free driving. The vehicle also features HD Surround Vision,⁷ providing a comprehensive view of the surroundings to aid in parking and maneuvering. And with available Night Vision,⁷ drivers can see beyond their headlamps to detect pedestrians or large animals directly ahead.

Another technology feature that provides foresight is the available Augmented Reality Head-Up Display,⁷ which projects on two viewing planes information such as navigational and directional cues, speed

and more to the driver where it's most helpful and intuitive.

Choose Your VISTIQ

The VISTIQ comes in four trim levels, including Luxury, Premium Luxury, Sport and Platinum. Each trim offers unique features, including 22-inch Diamond Cut Wheels with High Gloss Black-finish spokes and a 19.2-kW AC Charging module on the Premium Luxury model. There are Brembo[®] front brakes with Black calipers

and Cadillac script, along with Platinum front and rear lower fascia on the Platinum model.

Every VISTIQ model delivers an impressive 80.2 cubic feet of cargo space behind the front seats.⁸ As a result, first- and second-row passengers enjoy more than 40 inches of legroom, with third-row riders still receiving almost 31 inches of movement. ■



Scan the QR code to learn more about the 2026 Cadillac VISTIQ.



2026 Cadillac VISTIQ Premium Luxury

4. AKG is a trademark of AKG Acoustics GmbH, registered in the United States and/or other countries. 5. Always pay attention when driving and when using Super Cruise. Do not use handheld device. Terms apply. Visit cadillac.com/supercruise for Super Cruise compatible roads and full details. 6. OnStar[®] plan, working electrical system, cell reception and GPS signal required. OnStar links to emergency services. Not all vehicles may transmit all crash data. Service coverage varies with conditions and location. Service availability, features and functionality vary by device and software version. Always pay attention while driving and when

using Super Cruise. Do not use a handheld device. Visit cadillac.com/supercruise for Super Cruise compatible roads and full details. Subject to user terms. See onstar.com for details and limitations. 7. Safety or driver assistance features are no substitute for the driver's responsibility to operate the vehicle in a safe manner. The driver should remain attentive to traffic, surroundings and road conditions at all times. Visibility, weather, and road conditions may affect feature performance. Read the vehicle Owner's Manual for more important feature limitations and information. 8. Cargo and load capacity limited by weight and distribution.

The **Corvette E-Ray** marks a significant evolution in Corvette engineering by integrating two lithium-ion batteries – one for high-voltage propulsion and another for low-voltage operations. The low-voltage battery, known as the 12V LiB, replaces the traditional lead-acid battery found in other Corvette models and plays a critical role in the vehicle's hybrid functionality.

A Smart 12V System

Unlike conventional 12V lead-acid batteries, the E-Ray's 12V LiB supports advanced features such as a “flying start” for the 6.2L V8 engine when transitioning out of Stealth mode. The 12V LiB is charged by the K1 14V Power Module during electric-only driving modes (Stealth and Shuttle) and by the generator once the internal combustion engine takes over.

Intelligent Battery Protection

The 12V LiB includes internal contactors that function as safety switches, opening when voltage, current or temperature exceeds critical limits. These contactors undergo a self-test every time the vehicle powers down, completing within five seconds. The battery communicates with the K9 Body Control Module (BCM) via a Controller Area Network (CAN) and displays voltage status on the instrument cluster. Diagnostic data can be accessed using GDS2 through the K244 Battery Management Control Module.

Programming and Maintenance

Stable voltage is essential during Service Programming System (SPS) events. Older battery maintainers may not recognize the 13.3V resting voltage of the 12V LiB and fail to supply current, causing the battery to drain and the contactors to open mid-programming.

GM recommends using only approved chargers such as the Midtronics MSP-070 or the E-XTEQ 512EVO series.

Charging and Testing Guidelines

Due to the nature of lithium ion, external load testing is ineffective and not recommended by GM. However, charging is permitted using an approved charger such as the Midtronics DCA-8000, provided correct settings are used. The battery should never be charged above 14.4V. If the contactors are open, there will be less than 2V at the battery terminals.

Battery Replacement Protocol

Degradation of the 12V LiB is less apparent compared to lead-acid batteries, and it may suddenly appear dead if the contactors prevent power delivery. When replacing the 12V LiB, the High-Voltage Service Lockout

OPERATING THRESHOLDS



FAULT CONDITIONS

The battery is designed to protect its four series of cell sets under various conditions

(HVSL) must be engaged before disconnecting the battery due to its integration with the high-voltage system. This ensures technician safety and prevents accidental re-engagement.

The Corvette E-Ray's 12V lithium-ion battery system exemplifies the vehicle's cutting-edge hybrid technology. With intelligent safety features, advanced diagnostics and strict maintenance protocols, it represents a leap forward in low-voltage vehicle electrification. ■

Over Voltage: Contactors open if any cell exceeds 4.0V (typically above 14.5V total).

Under Voltage: The relay will open if any cell drops below 2.5 volts for several minutes, which may occur when the battery is discharged to a voltage below 11 volts. The relay can be closed under normal conditions by applying greater than 12.5V to the battery terminals followed by a charge using an approved charger.

Severe Discharge: If the battery is severely discharged – any cell drops to 1.5 volts – it will set a critical low-voltage and end-of-life fault, and the relay will not close again.

Over Current: The battery opens above 2,000 amps due to short circuits. The relay can be closed under normal conditions by applying greater than 12.5V to the battery terminals using an approved charger.

Over Temperature: The relay will open if an over-temperature condition occurs, in which the internal temperature exceeds 185°F (85°C). The relay will close once the temperature drops below 176°F (80°C).

End of Life: The relay will open if the battery determines it can no longer safely support the vehicle objectives. In this state, the terminals can never be reconnected to the cells and the battery needs to be replaced.

12V low-voltage battery provides a boost for Corvette E-Ray

Selling **LOW**



Level Set

Recalibration of front-view camera is a relearning process

Following a collision, numerous vehicle subsystems – particularly those related to advanced driver-assistance systems (ADAS) – may require recalibration or the execution of a system “relearn” procedure. Let’s examine one such subsystem commonly encountered in automotive repair environments.

Front-View Camera – Windshield Learn

Performing the calibration process for the front-view camera system is necessary when a front-view camera module is replaced by a new one as well as whenever the module is removed from its bracket. An incorrect or out-of-specification replacement windshield can cause cameras to fail the learn. An OE windshield with a correct part number will help ensure the windshield is not the cause of a failed camera learn. Any maintenance, repair or part replacement that affects the vehicle’s ride height will also require recalibration of the front-view camera.

Following the Front-View Camera Learn directions displayed on the scan tool, the calibration process can be completed within three to five minutes when the correct driving conditions are met



(clear lane markings, clean windshield, vehicle speeds maintained between 35–56 mph). If these conditions are not met, the front-view camera module will continuously run the service-point calibration until it is successfully completed. The calibration will work across ignition cycles and does not require re-initialization at startup.

In some cases, an extended drive cycle is needed to complete the learn procedure due to road conditions or environment.

If the Lane Departure Warning switch is pressed during calibration, the indicator will flash momentarily and then stay out – this is regular operation. ■



View SI Doc ID 5344006 for the step-by-step procedure.



MAKING GOOD CONNECTIONS

Intermittent faults may be due to faulty wiring and corroded terminals

When a Diagnostic Trouble Code (DTC) is recorded in history, but the corresponding condition is not currently active, the issue may be intermittent faults. These should also be considered when a customer concern cannot be duplicated during diagnostic testing. These types of faults are often due to defective electrical connections or wiring.

To diagnose potential causes, perform a thorough inspection for the conditions listed on the right. ■



View **SI Doc ID 5207120** for details on how to fully complete testing.

- ✓ **Loose, corroded or painted** terminal stud/fastener
- ✓ **Broken wiring** inside the insulation
- ✓ **Poor connection** between the male and female terminals at a connector
- ✓ **A terminal not seated** all the way into the connector body
- ✓ **Poor terminal-to-wire connection**, including corrosion in the wire-to-terminal contact area
- ✓ **Pierced or damaged insulation** can allow moisture to enter the wiring, causing corrosion. The conductor can corrode inside the insulation, with little visible evidence of the damage. Look for swollen and stiff sections of wire in the suspect circuits.
- ✓ **Wiring that has been pinched or cut**, or its insulation rubbed through, may cause an intermittent open or short as the bare area touches other wiring or parts of the vehicle.
- ✓ **Wiring that comes in contact** with hot or exhaust components

Go With the Flow

ACDelco OE and Gold oil filters undergo design change for better performance

Service technicians may notice a slightly different look to the OE and ACDelco Gold oil filters as the products undergo a redesign in which the full-face gasket retainer is removed and the hole size increased in the threaded backplate.



The idea for the change is for oil pressure to build more quickly at engine startup and allow for greater oil flow during hard acceleration and high-rpm events, which will better protect critical engine bearing surfaces from wear. There will be no changes to the overall height or diameter of the filter.

Some filters already have transitioned to the new design, while others are scheduled for the coming months. (See the QR code below for a list of parts that currently or will soon sport the new design.) Because this is a running design change, current inventoried oil filters don't need to be returned and will be suitable for use. The goal is to complete the transition by Q3 2026. ■



Scan this QR code

for a list of OE and ACDelco Gold oil filters that feature the new high-flow design.